Bilingual Technical Support Analyst

fundserv | 2022 SME CANADA'S TOP SMALL & MEDIUM EMPLOYERS | GREATER TORONTO'S TOP 2022 EMPLOYERS

Who are we?

Have you ever wondered what makes trading and settlement possible in Canada? It's Fundserv—the online ecosystem that ensures every fund transaction is processed timely, accurately and securely. We're an online hub that electronically connects manufacturers, distributors, and intermediaries, enabling them to buy, sell, and transfer investment funds.

Our Culture & Values

Fundserv is guided by our four core values: Collaboration, Adaptability, Integrity, and Respect. Because above all else, Fundserv CAIRs:

- Collaboration
- Adaptability
- Integrity
- Respect

Benefits & Perks

Fundserv provides a comprehensive benefits plan that includes the following:

- Health care spending account
- RRSP with employer match
- Annual performance pay
- Wellness reimbursements
- Employee discount program
- Charitable donation matching
- Flexible hours & remote work options

To better support our employees during Covid-19, we've expanded our benefits:

- Work from home stipend
- Virtual social events including escape rooms, online trivia & games
- Corporate-wide mental health days
- Subscription reimbursement for fitness, nutritional, and mental health apps

Location:
Downtown Toronto

Reports to: Manager, Technical Support

Department: Technical Support

Fundserv is an equal opportunity employer. We welcome and encourage applications from individuals with disabilities. Accommodations are available on request – please let us know how we can meet your needs.

The Opportunity

The Bilingual Technical Support Analyst provides customer service and technical support (troubleshooting) to all French and English customers on the Fundserv network with the goal of providing first call resolution to most issues, responding to Fundserv related inquiries and concerns and providing solutions for all incoming queries in a timely manner. In this role, you will:

- Utilize a good working knowledge of Fundserv's proprietary systems and processes to monitor, analyze, and interpret system notices to ensure all processes are working properly and that client files and responses are being delivered and received as per clients' specifications.
- Contact French and English customers to discuss issue, cause, and resolution.
- Respond to e-mails and queued phone calls in a timely and efficient manner. Troubleshoot issues and implement requests by analyzing, coordinating, planning, and organizing using experience in computer software programs & systems (e.g., XML, UNIX, CRT, GUI tools) to provide resolutions that affectively address and resolve the client issues.
- Utilize discretion and judgment in troubleshooting, implementations, resolutions, and escalation.
- Regularly recommend and provide solutions to customers and assist with implementation.
- Ensure that issues that have been assigned to other teams for resolution are addressed in a timely manner.
- Where resolution is not readily available, follow-up with client to explain delay and negotiate an appropriate timeline that meets the clients' and resolution teams' needs.
- Provide "on call" pager service on rotational basis. ensuring that all calls directed to the after-hours support line are answered and addressed.
- Conduct initial troubleshooting to provide resolution and escalate any issues that are not addressable by tech support agent to second level support and Management if required.
- Provide support to clients performing disaster recovery activities on a scheduled basis by coordinating testing of client system and connectivity and escalating any issues that arise from the business continuity test.
- Entry of all client touch points into a ticketing system
- Conduct required client testing to ensure clients comply with Fundserv standards and can conduct business with Fundserv depending on the client's business model.
- Responsible for escalating any issues that may arise during testing and for following up on the outstanding issues to ensure client launch dates are not impacted.
- Responsible for keeping clients informed with updated status of issues reported during testing. Ensure cron jobs are set up for each client to enable file pick-up and delivery.
- Conduct required client testing to ensure clients comply with Fundserv standards and can conduct business with Fundserv depending on the client's business model.

Why YOU are the person we're looking for

- Post-secondary education in a relevant discipline preferred
- Must possess experience or working knowledge of investment fund industry
- Completion of IFIC and/or CSC an asset
- Experience in using computer software programs & systems a strong asset (e.g., XML, UNIX)
- Excellent French & English verbal and written communication skills required
- Available for on-call pager service on a rotational basis

If this sounds like you, apply today at hiring@fundserv.com.